



ROBBY BURNS

IT Support Specialist

2618 E Prairie Creek Dr
Richardson, TX, United States,
75080
robby2017@gmail.com
(214)934-1894
LinkedIn:
www.linkedin.com/in/robby-burns-tech-and-deep-learning

- Assisting customers with friendliness and troubleshooting issues quickly
- Ability to work independently and as part of a team
- Excellent problemsolving and analytical skills

Professional Experience

June 2022 -
September 2022

Data Entry Assistant RWB Consulting CFO

- Responsible for data entry and sorting of large amounts of information
- Assisted the Data Entry Supervisor in updating and managing databases
- Followed strict confidentiality guidelines when handling sensitive data
- Entered new data and updated existing information in databases
- Generated reports and spreadsheets to track data

October 2021 -
Present

Warehouse Associate Prime Now LLC / Amazon

- Receive, store, and distribute materials, tools, equipment, and products within the warehouse
- Organize and maintain the warehouse environment
- Pack and label items for shipment and delivery

Education

July 2023 - Present

IT Support Professional Certificate in Computer Networking and Technical Support Coursera, Online

- Troubleshoot hardware and software issues, including installation, configuration, and networking
- Maintain system security and data integrity, ensuring compliance with security protocols
- Manage network user accounts, group policies, and system settings
- Monitor system performance, diagnose and repair faults, and provide system upgrades
- Collaborate with other departments to ensure smooth integration of new software/hardware systems

August 2017 -
December 2019

General Studies University of Texas at Dallas, Richardson

April 2023 - June
2023

Japanese Language and Culture Studies Yu Language Academy, Sapporo, Japan

- 3 months of Japanese language immersion in Sapporo, Japan.
- Working towards a business level of Japanese speaking and writing ability as a bilingual interpreter.

Key Skills

- Microsoft Excel
- Quick and Accurate Data Entry
- 54 wpm on average typing speeds
- Working with and integrating AI and Deep Learning systems
- Customer Support

Certifications

July 2023

Technical Support Fundamentals Coursera

www.coursera.org/account/accomplishments...

Skills gained:

- Understand how the binary system works, assemble a computer from scratch, choose and install an operating system on a computer, understand what the Internet is, how it works, and the impact it has in the modern world, learn how applications are created and how they work under the hood of a computer, and utilizing common problem-solving methodologies and soft skills in an Information Technology setting.

July 2023

The Bits and Bytes of Computer Networking Coursera

www.coursera.org/account/accomplishments...

Skills gained:

- Describe computer networks in terms of a five-layer model, understand all of the standard protocols involved with TCP/IP communications, grasp powerful network troubleshooting tools and techniques, learn network services like DNS and DHCP that help make computer networks run, and understand cloud computing, everything as a service, and cloud storage.

August 2023

Operating Systems and You: Becoming a Power User Coursera

www.coursera.org/account/accomplishments...

Skills gained:

- Navigate the Windows and Linux filesystems using a graphical user interface and command line interpreter, set up users, groups, and permissions for account access, install, configure, and remove software on the Windows and Linux operating systems, configure disk partitions and filesystems, understand how system processes work and how to manage them, work with system logs and remote connection tools, and utilizing operating system knowledge to troubleshoot common issues in an IT Support Specialist role.

August 2023

Introduction to Generative AI Coursera

www.coursera.org/account/accomplishments...

Skills gained:

- Define Generative AI, explain how Generative AI works, describe Generative AI Model Types, and describe Generative AI Applications.

Languages

★★★★☆

Japanese (Spoken/Reading)

★★★★☆

Python

★★★★☆

Java

Interests

- Actively learning new technology trends, such as the emerging field of AI, Machine Learning, and Deep Learning.

- Creating human-like companion chatbots
- Generating AI art on Stable Diffusion
- Studying Japanese

Software



Microsoft Excel



Microsoft Office Suite